



Our heating oil benefits page and no heating page answer some of the questions we as fuel distributors have been asked. Below are some more answers to questions that have been asked during the course of our business. I hope these are of assistance to you. Should you have any questions that are not answered in our benefits page, no heating page, or below please do not hesitate to Email us. We will do our best to provide an answer or further guidance.

## **Boiler Questions:**

### **Are oil fired boilers safe?**

If your boiler is installed to current building regulations and recommendations, then it should be safe, and give many years of safe operation. As a safeguard we recommend that a remote sensor fire valve is fitted, as this should cut off the supply of fuel to your boiler if a problem occurs, and we recommend smoke detectors be fitted in your home. A correctly installed and annually serviced boiler should be safe.

### **Should I be able to smell oil in my house?**

No. A smell of oil in your home indicates that something is wrong. It could be caused by any number of faults in or around your system. It is imperative that you call a experienced oil engineer to check your system, and its operation.

### **Where is the pilot light?**

A pressure jet boiler uses an electronic ignition system, similar to a spark plug in a car, and thus does not require a pilot light.

### **Can I use a match to light my boiler?**

As above a pressure jet boiler uses an electronic ignition system. Putting any object into a boiler is dangerous. Try your restart button once or twice, but should this not work seek the assistance of an engineer. Our no heating page gives some suggestions on how to restart your boiler.

### **Should I have black smoke from the exhaust?**

A properly set and tuned boiler should produce very little emission, either visible or otherwise. Black smoke, or a build up of soot on the wall around the boilers' exhaust, suggests that the boiler is not burning efficiently. An experienced service engineer should be called in to adjust the boiler.

### **What is the "commissioning" of a boiler?**

Commissioning is the fine tuning of your oil fired boiler to your individual heating system to ensure optimum boiler efficiency and reliability. Commissioning usually occurs the first time a new boiler is put into operation, and is normally a warranty requirement for all types of oil fired boilers.

### **Does my boiler need servicing?**

Yes, your boiler should be serviced regularly, at least once every year. Annual servicing will maintain a boilers efficiency, reliability and longevity, and is also a requirement of all boiler warranties.

## **Delivery Questions:**

### **Can you deliver when the boiler is on?**

A properly set up and maintained system should not be effected by the change of oil in your tank. If a delivery causes your appliance to stop working it has not been set up or serviced correctly.

### **Do I have to be at home for you to deliver my oil?**

If our driver can gain access to the tank safely then he will be his utmost to deliver your oil. If there are special circumstances regarding the delivery we will do our best. If you have any doubt please ask when you place your order.

### **How do I know how much oil was delivered?**

All our oil deliveries are made through the meter on the lorry. This meter stamps the start volume and the finish volume. The difference is what has passed to your tank. All meters are set, sealed, and checked by Trading Standards. Thus you have received what has been stamped on the meter.

### **How can I make a delivery safer?**

Goff delivery drivers are fully trained, and highly experienced in making fuel deliveries. However as both the deliverer and the purchaser have a duty of care it is advisable to ensure that the following safety tips are observed.

- A) Make sure that your tank can hold the volume you have ordered.
- B) Make sure that the sight gauge is clean and operational.
- C) Ensure that there is enough room for the lorry to manoeuvre to the delivery point, and that the access to the delivery point is capable of taking the weight and size of the lorry.
- D) Ensure that the lorry and driver are not exposed to danger in the position they are expected to park to undertake the delivery.
- E) Make sure the delivery driver is familiar with the property/premises and knows which tank/s to deliver to. Explain this at the time of ordering if necessary.
- F) Ensure that the route between the lorry and the tank is safe and clear of obstructions.
- G) Ensure that there is adequate lighting in the delivery area and near the tank so that the driver can check for potential hazards.
- H) Look after your tank and replace it when necessary.

### **How far can the tank be from the tanker?**

The oil tank should be no further than 150 feet from the position where the delivery tanker is expected to park. This is a maximum distance and must be in a straight line. If the course of the delivery hose is bent, or has to go round a number of corners, e.g. the side of a house, then the maximum distance is reduced. Goff petroleum drivers will always attempt to make a delivery, and will often consider a number of options to get as close to the tank as possible, but a delivery man cannot fill a tank if the delivery hose cannot reach it. If you require any further advice or would like a driver to assess the tank location then please do not hesitate to call or EMAIL.

### **Tank Questions:**

#### **Do I need a sight gauge?**

To minimise the risk of spillage all tanks should be fitted with a fully functioning level gauge, and high level alarms where appropriate. A gauge allows a delivery driver to check whether the tank has sufficient room for the delivery ordered, and allows him to monitor the delivery whilst it is being made.

#### **Why do I keep on running out when my sight gauge says I have got oil?**

You should check your tank and sight gauge regularly to ensure that you have oil. Sight gauges usually have a valve which when opened allows the level in the sight gauge to reflect the level of oil in the tank. If this valve has been shut then the sight gauge is not reflecting the true tank level. Thus the tank can run out whilst the gauge shows oil.

#### **Should my sight gauge be left open or closed?**

Wherever possible a sight gauge should be left closed. Although this means that the reading on the gauge does not reflect the level of oil in the tank until it is opened, it also means that if the sight gauge is detached the oil is still trapped in the tank. Thus you will prevent the contents of your tank discharging on to your garden.

### **What is a Bunded tank?**

A bunded tank is a tank that is contained within a surround that is capable of holding 110% of the storage capacity of the tank. A bund is usually constructed of masonry, steel, or strong plastic, and coupled with an impervious bottom prevents any oil spilt from the tank from polluting the surrounding area.

### **Do I need a bunded tank?**

If you are a commercial oil user, or the fuel is stored on a commercial site, then it must be stored in a bunded tank. If you are a domestic oil user, you will not normally be required to bund your tank if it has a capacity of less than 2500 litres. However all oil users - including domestic users - will need to have a bunded tank should one or more of the following risks apply to their particular tank location:

If the tank is within 10 metres of controlled waters.

If a spillage could run into an open drain or loose fitting manhole cover.

If the tank is close to a borehole or spring.

If any spillage, however caused, could run over hard, or hard surfaced, ground in such a way that it could reach controlled waters.

If the tank is located in a position where the vent pipe outlet is not visible from the fill point.

If any other hazard exists that is particular to the site.

### **How much oil is in my tank, and how much I need to order?**

The sight tube is your gauge to how much fuel is in your tank. Make sure the tube is in the "on" position when you take a reading and that you have allowed time for the fuel to settle in the gauge. If you are in any doubt of the reading, then a garden cane or similar can be dipped in the tank to act as a dip-stick, so giving a physical indication of the tanks level. A handy domestic oil tank capacity and ullage guide is given here.

*Michael J Goff*

**Goff Petroleum**

### **Remember Safety First**

**These notes and tips are published in an attempt to help you resolve simple heating system malfunctions. They are not recommended courses of action. If in doubt do not undertake any of the above. Call a qualified engineer immediately. Remember whilst you may feel the cold when you are alive you will not if you're dead. Safety first.**

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